

**410.15****Caseload Management – State Office**

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**Introduction**

Managing and monitoring caseload is important at the local WIC agency and at the State WIC office.

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**Managing caseload at the State office**

There are a variety of methods in which the State WIC office manages caseload. This includes, but is not limited to the following:

- Reviewing participation and enrollment numbers on a monthly basis and monitoring trends,
  - Regularly reviewing data system reports (Policies 330.40, 330.50, and 330.65) that provide information on participation and clinic activity to monitor trends,
  - Completing outreach activities at the State office,
  - Requiring local agencies to complete outreach activities and a yearly Outreach Strategy, and
  - Review and discussion of caseload, outreach activities, and data system reports during yearly State office agency reviews.
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